

## COMPLAINTS PROCEDURE

We put the same high standards of care into looking after our customers as we do into building our homes. However, we do appreciate that sometimes things can go wrong and so we take complaints very seriously.

If you do have a complaint, we do ask you to let us know so that we may have the opportunity to resolve the issue for you and learn from it.

### **Reporting an issue:**

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

If you have a complaint that we have:

- Failed to do something we should have done
- Done something badly
- Treated you unfairly or discourteously

Then please do contact us and allow us the opportunity to put it right.

### **Informal complaints:**

If you are able to resolve any issue informally with our office and are happy with the outcome, then you need not use our formal complaints procedures. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

### **Formal complaints process:**

We have a robust process to ensure that your complaint is properly investigated and followed up:

- Please raise your complaint with [customercare@concerthomes.co.uk](mailto:customercare@concerthomes.co.uk) or call 01772 810 250.
- We will acknowledge all complaints within 5 working days of the complaint being made.
- We will investigate your concerns and send a response which details our proposed pathway to resolution within 20 working days of the complaint being made. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.
- In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint being made, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution.
- We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome after 56 days, then you may be able to refer your complaint to the NHBC New Home Warranty provider.
- If your complaint cannot be dealt with under the New Home Warranty or the NHBC dispute resolution scheme, you can refer your complaint to the Consumer Code Independent Dispute Resolution Scheme.
- Following the Complaints Procedure or contacting the Independent Dispute Resolution Scheme does not affect your legal rights.